



Play More Online

A Guide to Online Registration with Durham Parks and Recreation



**DPR Program Registration is now
just a click away!**

Durham Parks and Recreation provides opportunities for our community to Play More!

400 Cleveland St, Durham, NC 27701 • (919) 560-4355
www.DPRPlayMore.org



Navigating Play More Online: A Guide to Online Registration with DPR

Welcome to Durham Parks and Recreation! Registration for DPR's programs, activities and events are just a click away! This guide will help you navigate the Play More Online site as well as answer some basic questions you may have. The topics covered are listed below. Be sure to take a look at the section on Convenience Fees, Forms and Waivers before you exit this document.

Thank you for being a customer of DPR and for taking the time to learn about registering online.

Table of Contents

What can I do right now?.....	Page 3
Finding the Play More Online registration site.....	Page 3
How to get a log in and PIN for an existing account.....	Page 4-5
How to create a new account.....	Page 6-7
Finding program information.....	Page 8-10
Registering for programs	Page 11
Convenience Fees and Forms	Page 13
Putting a credit on account.....	Page 13
Updating account information	Page 14

What Can I Do Right Now?

My family currently participates in DPR programs or services...is there anything I can do before going online to get ready?

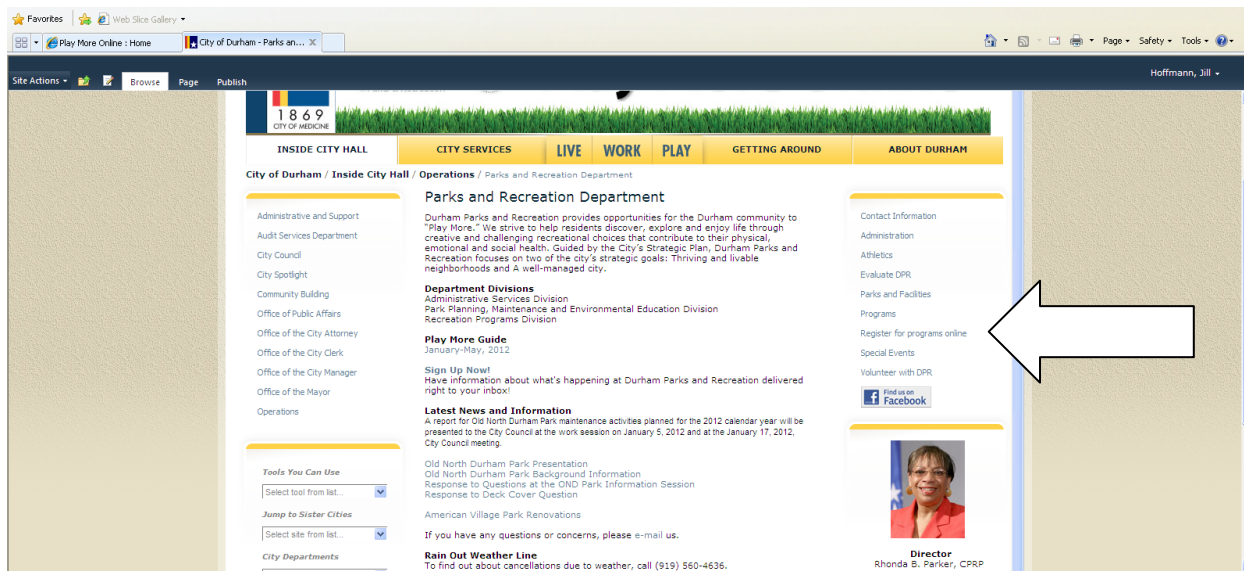
Yes, absolutely! The next time you come by or call a DPR center or site, make sure to:

- Confirm your contact information, especially email address.
- Make sure all the people in your household are listed on your account
- Make sure all dates of birth are correct for the people in your household
- Make sure that your account payments are up to date
- Add dprinfo@durhamnc.gov to your list of Safe Senders on your email account

Finding the Play More Online registration site

I'm ready to get started. How do I find the online registration site?

Start by going to www.dprplaymore.org . This will take you to the Parks and Recreation home page. The menu of links on the right hand side of the page includes a link called "Register for programs online:"

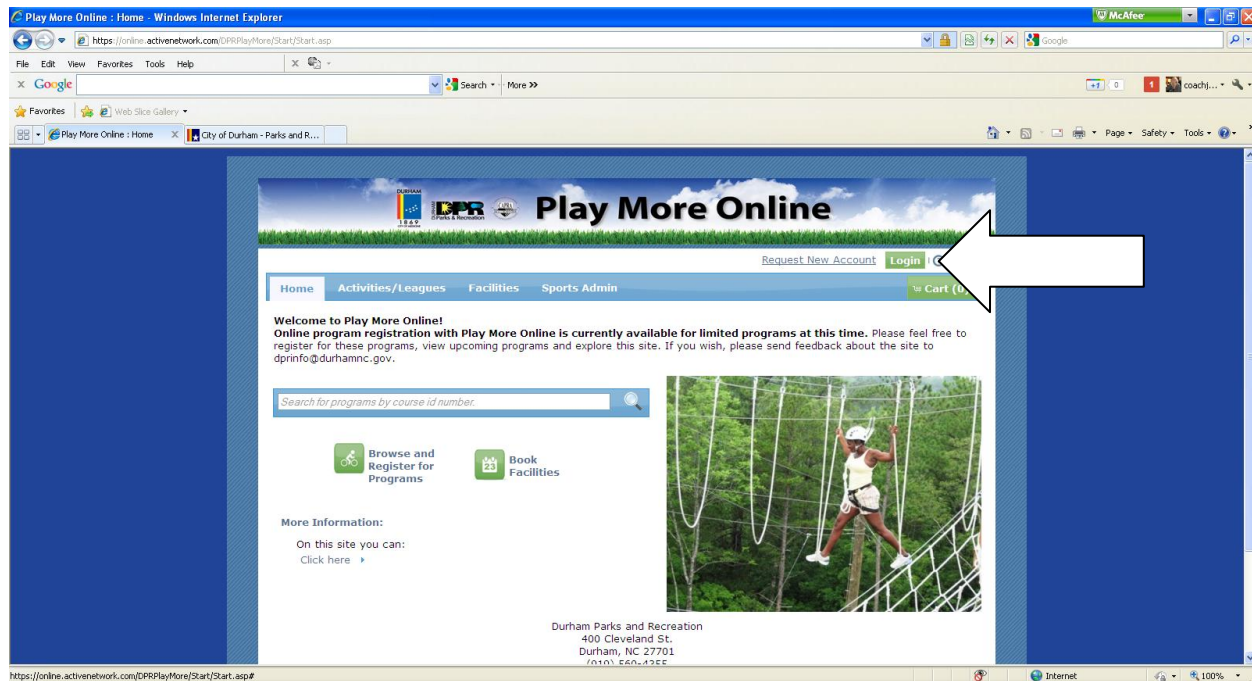


Click on the link and it will take you to our Play More Online site at <https://online.activenetwork.com/DPRPlayMore/Start/Start.asp> . We recommend adding both of these pages to your Favorites, as they contain valuable information about our programs and services!

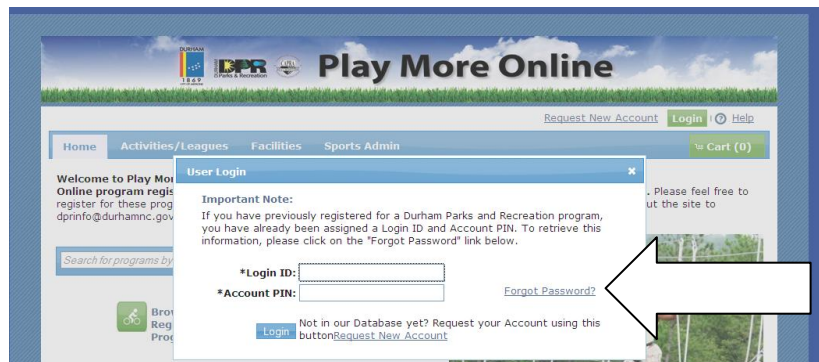
How to get a log in and PIN for an existing account

OK, I'm on the website...how do I get my log in and PIN?

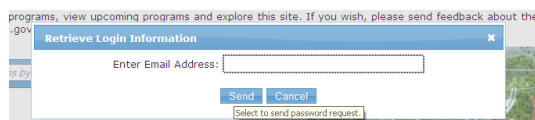
From the screen below, click on the green button marked Login:



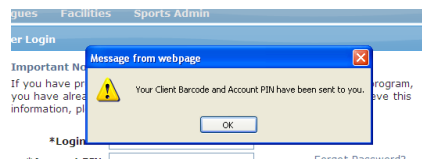
You will get this dialog box:



To get your login ID and account PIN, simply click on the “Forgot Password?” link. You will then be prompted for your email address:



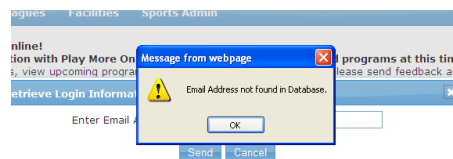
Once you've entered your email, click the Send button. You should receive this confirmation message:



You will receive an email from dprinfo@durhamnc.gov within a couple minutes with your log in and PIN.

I entered my email address, but got a different message. It says my email address isn't in the database. What do I do now?

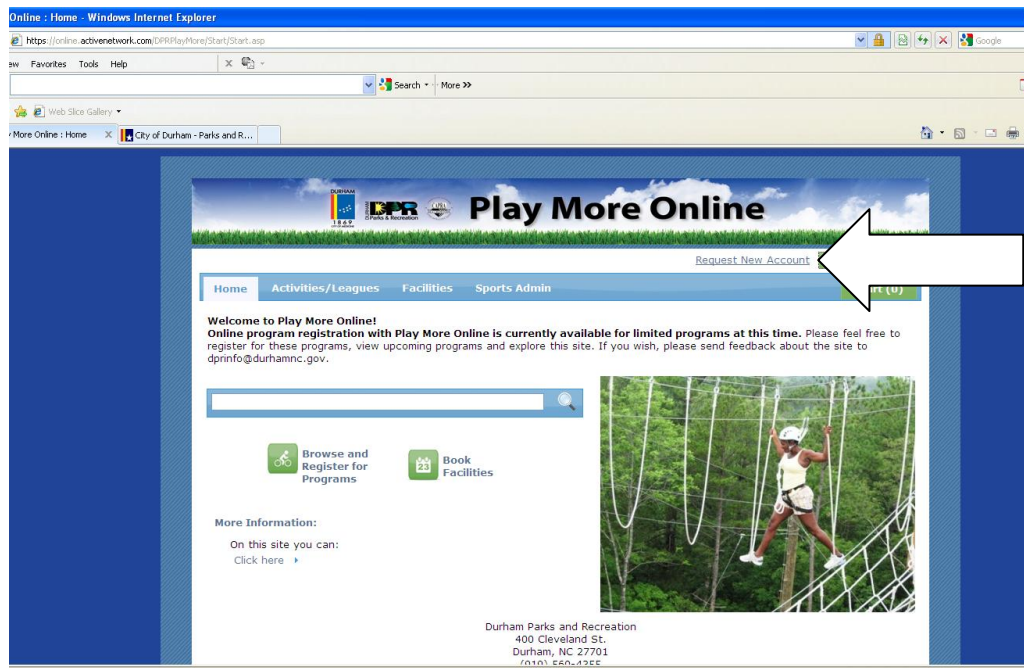
If you got this message instead:



There are a couple things that might have happened. The first thing to do is try again to make sure it typed into the space correctly. If you know it's correct and still won't go through, it probably means that we either don't have your correct email on file, OR that you don't yet have an account with us. Either way, the next thing to do is Request a New Account.

How to create a new account

Back at the main Play More Online page, you will click on the Request New Account link:



You will be redirected to this page:

This screenshot shows the 'Request New Account' form in the Play More Online system. The form is titled 'Request New Account' and includes a 'Create New Registrant' button. The form fields are as follows:

- *First Name**: Text input field.
- *Last Name**: Text input field.
- *Gender**: Dropdown menu.
- *Birth Date**: Date input field.
- *Address**: Text input field.
- *City**: Text input field.
- *Country**: Dropdown menu (USA).
- *State**: Dropdown menu.
- *Zip**: Text input field.
- *Residency**: Dropdown menu (none).
- *Phone**: Text input field.
- Ext.:**: Text input field.
- *Email**: Text input field.
- Private**: Checkmark.
- I agree to the The Active Network, Ltd. Privacy Policy and Terms of Use.***: Checkmark.

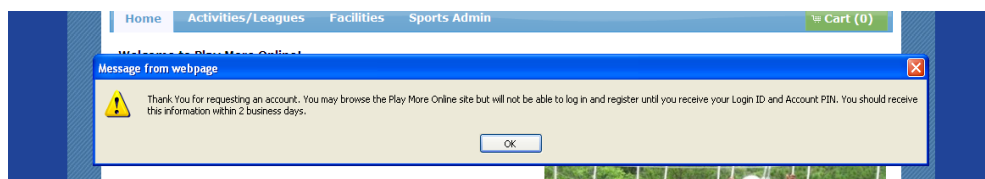
Numbered callouts indicate the following steps:

1. Click on the 'Request New Account' link.
2. Click on the 'Main Content' link.
3. Click on the 'Create New Registrant' button.
4. Click on the 'Residency' dropdown menu.
5. Click on the 'Private' checkmark.
6. Click on the 'I agree to the The Active Network, Ltd. Privacy Policy and Terms of Use.*' checkmark.

Beginning with yourself (or the financially responsible party in the household), type in your information. Any field with an asterisk (*) next to it is required. Note the items numbered on the screen:

1. Disregard this field. It is for internal use only, and will most likely not appear on the site in the future.
2. The main contact button will select automatically for the first person entered on the account. This should be the adult in the household that will serve as the point of contact for questions regarding the account or household members.
3. Click on this button to add members to the household. Once additional members are added, you can select a different main contact, if necessary.
4. Residency: Please choose from the drop down list what your residency status is. "Resident" means inside Durham City limits; "Non-resident" is all others.
5. The checkbox marked Private is to indicate whether or not you wish to receive promotional information from DPR about our other programs. If left checked, you will only receive emails regarding your own account, registrations and rentals. Please note that DPR does NOT sell or share your contact information with outside entities, regardless of how you select this checkbox.
6. The checkbox to agree to the Active Network Privacy Policy and Terms of Use must be checked in order to proceed with creating the new account. To read these documents, click on their links.

Once you have completed these steps, click the Create New button. You will then get this message:



Please note that it takes up to two (2) **business** days to receive your login ID and PIN.

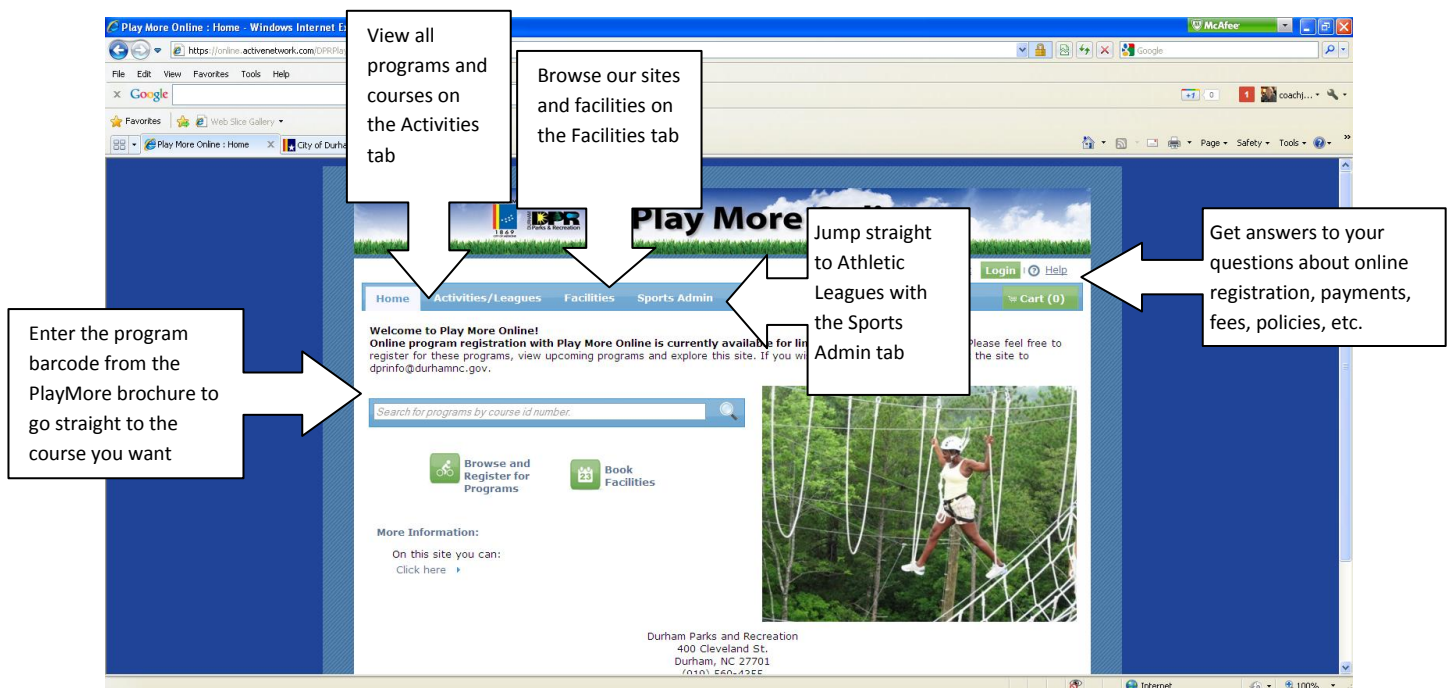
Why does it take so long to get that information back?

We need to verify on our end that you do not already have an account in order to minimize duplications. This means that we are checking each account request individually, and not just letting the computer run this process automatically. Unlike online shopping accounts, all the members of your household are on your account with DPR, so avoiding duplications is critical.

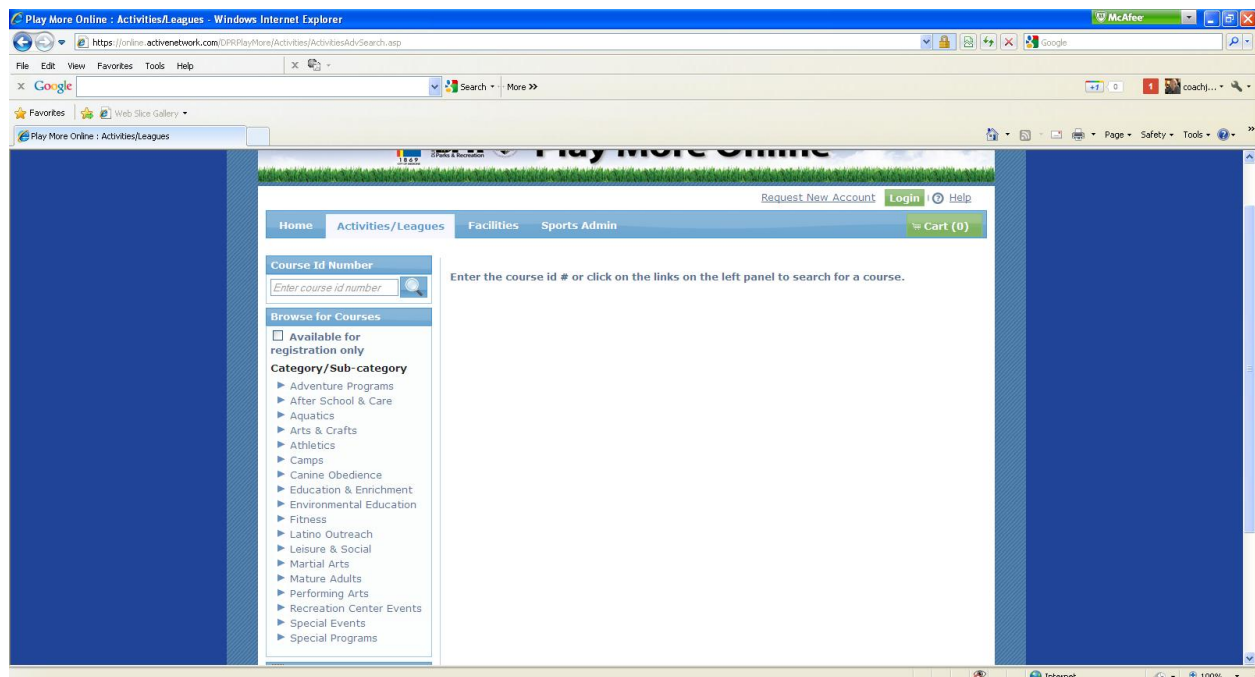
Finding program information

Can I look up program information without an account?

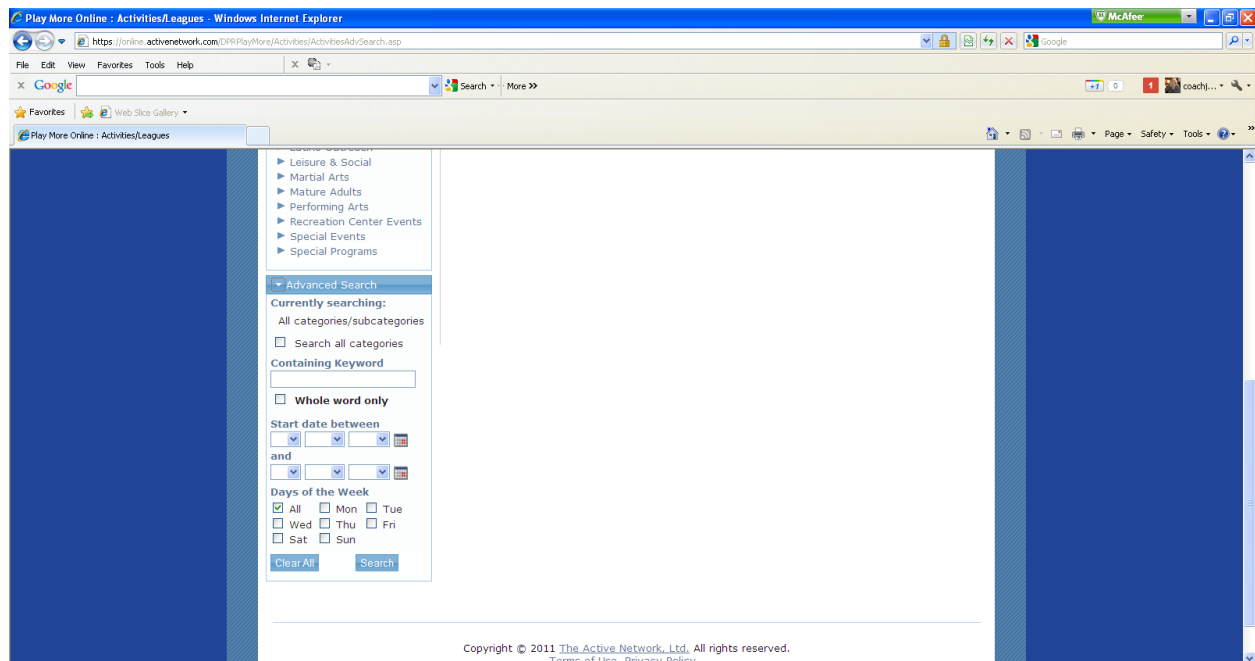
Yes! Information about our programs and services is available on the Play More Online site, whether you have an account set up or not.



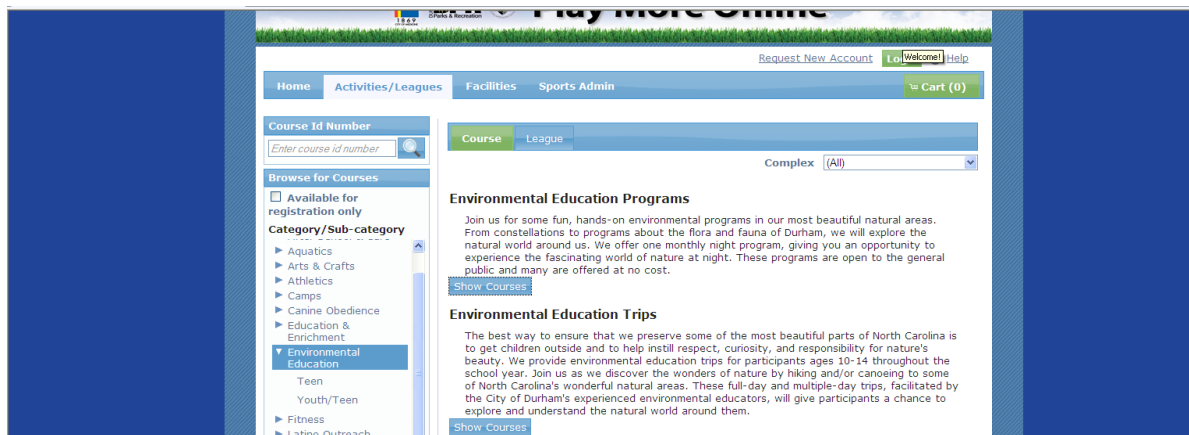
Using the links in the Category/Sub-Category menu on the left, you can search for courses by program area:



You can also click on Advanced Search to choose more search parameters:



This is a sample of what you would see if you chose to view the category Environmental Education:

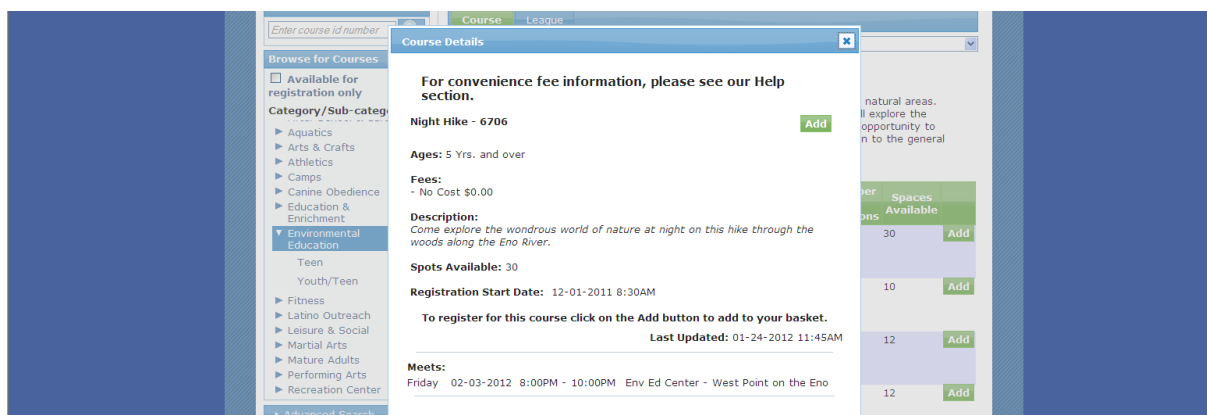


Clicking on the Show Courses button provides more detail about the upcoming programs:



Note the green Add button to the right of each course. This button means the course is available for online registration!

Clicking on View Details provides detail specific to that date/time the program is offered:

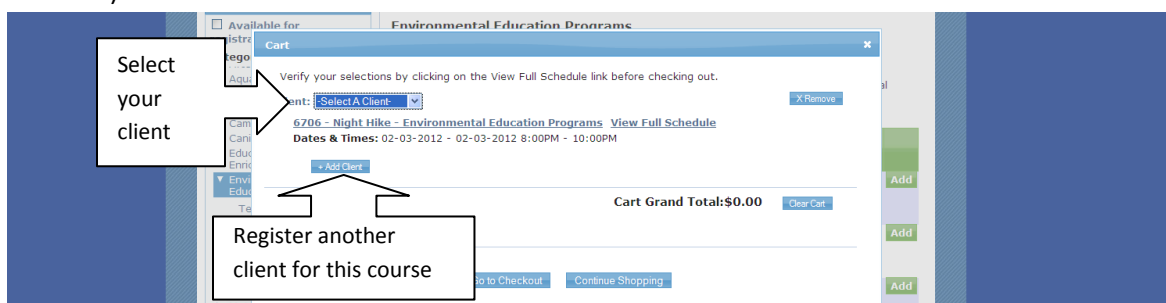


The green Add button appears on this screen as well. Clicking the button takes you to your shopping cart. (If you are not yet logged in, you will be prompted to do so at this point.)

Registering for programs

I have my login information, and am ready to register online. Does this site work like other online shopping sites?

Yes, for the most part. Once you're logged in, and have found the course you want to register for, click on the Add button. This will bring you to your cart, where you will need to pick the Client you are registering from a drop down list. (This drop down list will show everyone listed in your household account.)



If you wish to register another household member for this program, click the Add Client button to choose another person.

Once you click the button Go to Checkout, you will be taken to the payment screen:

Checkout

Click 'Show Details' button to show Cart details.
Current Balance: (\$1.00)

Cart Charge Subtotal Before Tax:	\$0.00
Account Charges:	\$0.00
User Fee:	\$2.00
Total:	\$2.00

Payment from Account: \$0.00
Payment from Credit Card: (\$2.00)

*Card Type: Visa Debit
*Card Number:
*Expiration Date:

Credit Card Billing Information
Must match the address listed with your credit card company

*First Name:
*Last Name:
*Address:
Address 2: P.O. Box, Suite No.
*City: Durham
*Country: UNITED STATES
Province/State: NC
*Postal/Zip Code: 27712

Callouts:

- This is the convenience fee charged by Active Network for online transactions (points to User Fee)
- This is the total charge for the program itself, not including tax or convenience fees (points to Cart Charge Subtotal Before Tax)
- The amount next to Payment from Credit Card is what your card will be charged. (points to (\$2.00))

Once you have filled in your payment information and confirmed your billing address, click the button marked Complete Transaction.

You will then be taken to the Waiver screen:

Payments

Credit Card Billing Information
Must match the address listed with your credit card company

*Postal/Zip Code: 27712

Waiver and Release: I hereby give my permission for my child/myself to participate and be involved in the City of Durham Parks and Recreation's programs. By this authorization, I hereby approve of the program and accept the facilities, equipment and supervision as adequate and appropriate. I have the opportunity to inspect the premises and equipment and talk to the instructors prior to my child's participation, or waive the right to do so. Further, I understand there are certain risks inherent in participation in all team and individual recreational activities which are beyond the control of the participant or the staff of the City of Durham's Parks and Recreation. Immediately prior to any participation, I have the opportunity to inspect the facility or equipment and notify the instructor of any objection to the facility, equipment instructors or supervision and have the choice whether to have my child participate in said program or activity. I hereby release the City of Durham from any liability or negligence claims concerning the instructor or the supervision, facilities or equipment used in the program named above.

Callouts:

- Click here to print the waiver (points to printer icon)
- You must click Agree in order to proceed (points to Agree button)

Once you click on Agree, your transaction will be processed.

Convenience Fees and Forms

Why am I being charged extra for registering online?

Active Network, the company that licenses this software to Durham Parks and Recreation, charges a convenience fee to members for using the online registration system. The fees are as follows:

- \$0-\$149.99 - 6.5% plus a flat charge fee of \$.50
- \$150- \$499.99 - 3.5% plus a flat charge fee of \$5
- \$500 and up - 2.5% plus a flat change fee of \$10
- There is a minimum charge of \$2

In-person registrations are still available at the Durham Parks and Recreation Main Office and all recreation centers at no additional cost.

The program information said there are forms to fill out. Where do I get those?

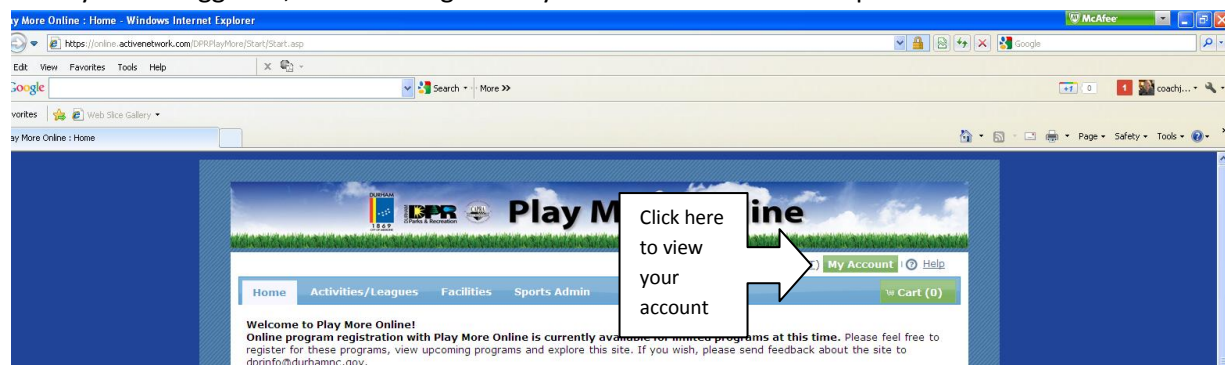
Some of our programs do have forms that need to be filled out. These might be medical information forms, authorized pickup forms, or others where we would require a signature. We have placed links to these forms on our site for you to download and print out for completion, as well as all forms being available at our registration sites. Please be sure to follow up with the site personnel where you are registered to make sure you have completed all required paperwork.

Putting a credit on account

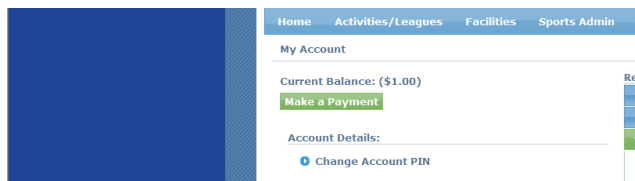
Can I put a credit on my account or make payments on my account with the Play More Online site?

Yes, just be aware that the convenience fees will be charged for that as well.

Once you are logged in, click on the green My Account button at the top:



Once there, you will see a green button marked “Make a Payment.” Clicking this takes you through the payment process, similar to what happens when checking out of your shopping cart.



Updating account information

Can I update my account or make changes to my account online?

The only item we currently let customers change online is their account PIN. We prefer that changes to address, phone, email, household members, etc, be done in person with DPR staff.